

IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Hariharakrishnan MANNARSAMY

Confirmation No.: 1766

Application No.: 09/858105

Examiner: Manoskey, Joseph D

Filing Date: May 15, 2001

Group Art Unit: 2113

Title: A Helpdesk System And Method

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

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JUN 01 2004

Technology Center 2100

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

- (X) Response/Amendment () Petition to extend time to respond
() New fee as calculated below () Supplemental Declaration
(X) No additional fee (Address envelope to "Mail Stop Non-Fee Amendment")
() Other: (fee \$)

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS	10	MINUS	20	= 0	X \$18	\$ 0
INDEP. CLAIMS	4	MINUS	4	= 0	X \$86	\$ 0
[] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+ \$290	\$ 0
EXTENSION FEE	1ST MONTH \$110.00	2ND MONTH \$420.00	3RD MONTH \$950.00	4TH MONTH \$1480.00		\$ 0
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 0

Charge \$ 0 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450.

Date of Deposit: 11 May 2004

Typed Name: Ramona J. zaya

Signature: 

Respectfully submitted,

Hariharakrishnan MANNARSAMY

By 

Wendell J. Jones

Attorney/Agent for Applicant(s)
Reg. No. 45,961

Date: 11 May 2004



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

#7/B
CL
6/7/04

Inventors: Hariharakrishnan Mannarsamy

Art Unit: 2113

Serial No.: 09/858,105

Examiner: Joseph D Manoskey

Filing Date: May 15, 2001

Docket No.: 70006679-1

Title: A Helpdesk System and Method

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RESPONSE

COMMISSIONER FOR PATENTS
Washington, D.C. 20231

Sir,

In response to the Office Action dated **April 30, 2004** for the above patent application, Applicant hereby furnish a list of pending claims with Status Identifier duly inserted as required under 37 CFR 1.121.

Date: May 11, 2004

Respectfully submitted,

Hewlett-Packard Company
Intellectual Property Administration
P. O. Box 272400
Fort Collins, Colorado 80527-2400

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